



Agent Alert

Breaking News from Covered California



This week, high numbers of consumers will attempt to get assistance with enrollment, but will not be able to get enrolled in time. In the face of [stiffer penalties](#) this year, Covered California is committed to helping all consumers who attempted to find help cross the enrollment finish line.

Open Enrollment for 2016 coverage with a Covered California Health Plan ends on Sunday, January 31, 2016. As of Monday, February 1, 2016 consumers must report a life event that qualifies them for a [special enrollment period](#) if they wish to enroll.

However, between February 1 and February 6 consumers may seek assistance from Certified Insurance Agents to complete their Open Enrollment application. Agents will have the ability to complete and submit consumer applications for coverage effective March 1, 2016 by reporting a "Other - Final Plan Selection for Open Enrollment" qualifying life event. Follow the steps [here](#) to complete an application.

IRS 1095 Training and Open Enrollment Update Webinar

This Thursday, January 28, Covered California will be presenting a webinar as part of a series for outreach and sales partners. Attend this webinar to learn about 2016 updates to IRS 1095 Forms, new information on consumer APTC reporting and reconciliation, and how you can help consumers navigate the 2016 tax season. An Open Enrollment update will also be provided.

Mark your calendars:

Thursday, January 28
10:00 a.m. - 11:00 a.m.

[Register Here](#)

Review our Webinar Registration and Closed Captioning [Quick Guide](#) with instructions on how to register and access closed captioning. An updated [schedule](#) of upcoming webinars is now available for you to view online.

Agent Service Center Hours

Monday thru Friday, 8:00 a.m. to 8:00 p.m. (Open Enrollment extended hours)

Saturdays and Sundays, Closed

Phone: 877-453-9198

Special Weekend Hours at Agent Service Center

Saturday, January 30, 2016, 8:00 a.m. to 5:00 p.m.

Sunday, January 31, 2016, 8:00 a.m. to 5:00 p.m.

NEW: Saturday, February 6, 2016, 8:00 a.m. to 6:00 p.m.

Special Weekend Hours at Consumer Service Center

Saturday, January 30, 2016, 8:00 a.m. to 6:00 p.m.

Sunday, January 31, 2016, 8:00 a.m. to 12:00 a.m.

Check the [Agent Service Center calendar](#) for availability.

Important Dates for Your Calendar

- 1/28 – 1095 Training & Open Enrollment Update Webinar
 - 1/31 – End of Open Enrollment
 - 2/6 – Deadline for Cross the Finish Line
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Upcoming Outages

- Sunday, February 7, from 12:30 am to 6:00 am